

## SPECIALIZED SERVICES IN HOSPITALITY

<b>Course Description:</b> This course is designed to provide training in specialized services within the hospitality field. Job and career opportunities will be explored. Instruction will include skill development and practice. Shadowing and work experiences in a variety of commercial establishments such as hotels and motels will be included. Leadership development will be provided through the Family, Career and Community Leaders of America.	
Academic Expectations	Content/Process
1.1, 1.16 2.36, 2.38 1.1, 1.16, 2.36 1.2, 5.1, 3.3, 4.2 1.1, 2.36 2.6, 2.31 1.12, 2.16, 2.17, 4.2 1.2, 1.1, 3.4, 4.3 5.1, 5.4 2.36 2.1 2.1, 2.29 5.1, 5.3 1.11 5.5, 5.1 5.2 2.1, 2.8, 4.1 2.37	<b>Students will</b> <ul style="list-style-type: none"> <li>research jobs and careers related to the hospitality industry.</li> <li>identify education and training requirements in specialized services.</li> <li>research duties of specialized services in the hospitality field such as concierge, bellhop, busboy, host/hostess.</li> <li>demonstrate strategies and skills in planning and scheduling specialized event activities, (e.g. receptions, wedding, etc.).</li> <li>research jobs and careers related to housekeeping (hospitality/tourism) area.</li> <li>practice use of safe chemicals and procedures in specialized services.</li> <li>examine how various departments in a public establishment, (e.g. hotel, restaurant) maintain a close working relationship.</li> <li>demonstrate acceptable guest relations and service skills.</li> <li>analyze strategies in time management relating to specialized services jobs.</li> <li>utilize activities of the Family, Career and Community Leaders of America student organization as an integral component of course content and leadership development.</li> <li>participate in work based experiences in hospitality areas.</li> <li>apply sanitation procedures for a clean and safe environment.</li> <li>demonstrate appropriate laundering processes.</li> <li>demonstrate organizing and maintaining an efficient housekeeping operation.</li> <li>demonstrate effective communication skills.</li> <li>develop procedures for handling external and internal emergencies.</li> <li>plan programs for recreation and leisure.</li> <li>apply math, science and communication skills within technical content.</li> <li>demonstrate employability and social skills relevant to the career cluster.</li> </ul>
<b>Connections</b> <ul style="list-style-type: none"> <li>National Standards for Family and Consumer Sciences</li> <li>Secretary's Commission on Achieving Necessary Skills (SCANS)</li> <li>Kentucky Core Content for Assessment Version 4.0</li> </ul>	